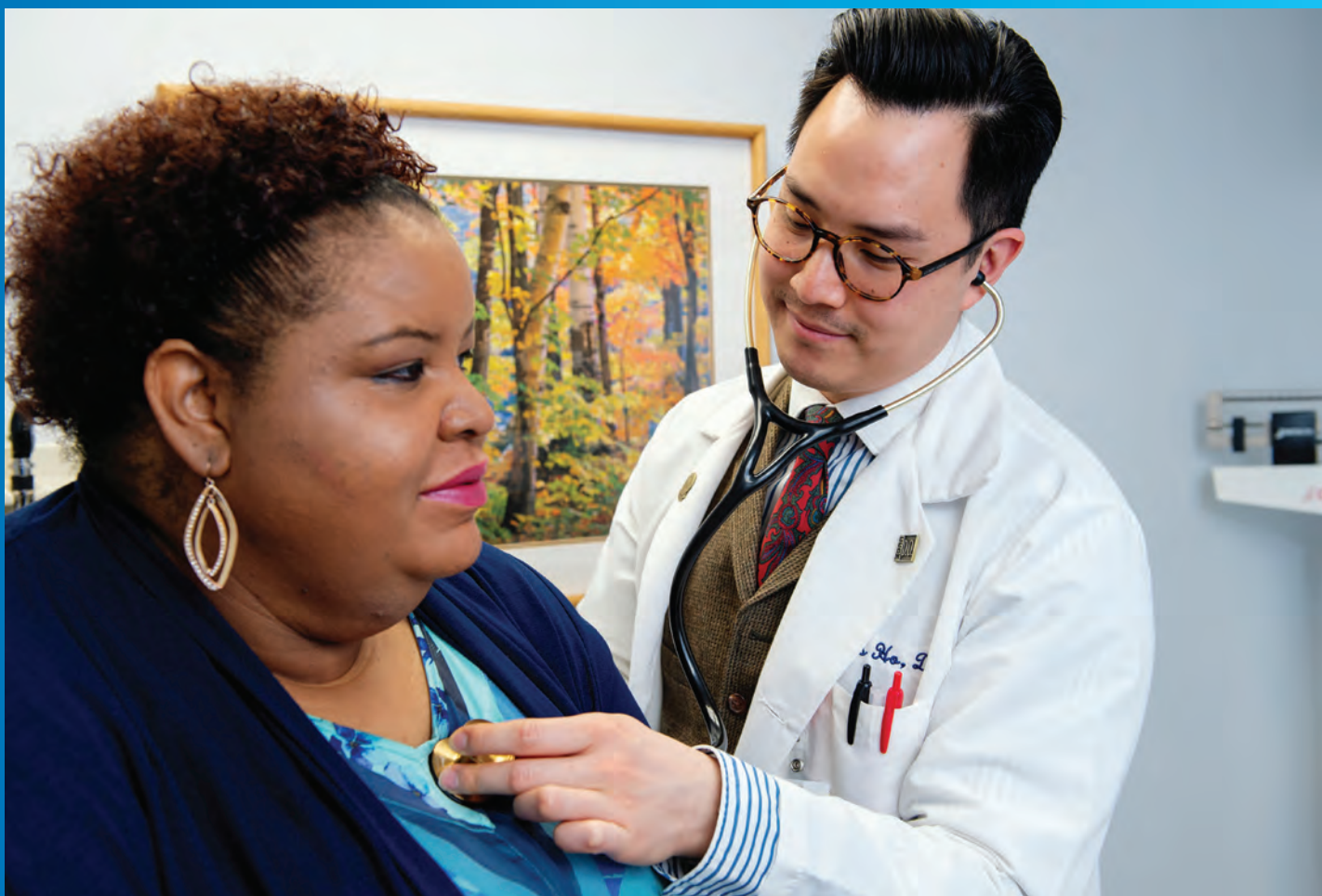


Community Benefits Report | 2018–2019



Working with partners to improve the health of the communities we serve

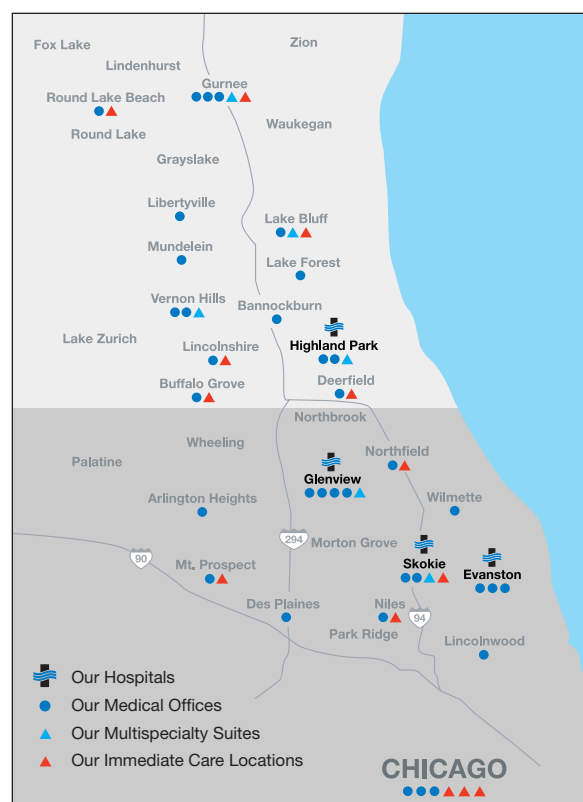
WHO WE ARE

NorthShore University HealthSystem (NorthShore) is an integrated healthcare delivery system consistently ranked among the Top 15 Teaching Hospitals in the United States. NorthShore **employs more than 10,500** and has over **2,400 affiliated physicians** including **950+ physicians** who comprise our multispecialty group practice, NorthShore Medical Group. NorthShore has **more than 140 locations**, and the organization's vision is "to be the most trusted and indispensable health partner to the communities we serve."

NorthShore is a Magnet-recognized organization, the first in Illinois to receive this prestigious honor as a comprehensive health system that demonstrates excellence in nursing and high standards in patient care.

NorthShore also is a national leader in the implementation of innovative technologies, including an Electronic Medical Record (EMR) system. In 2003, NorthShore was among the first in the country to successfully implement a systemwide EMR tool with demonstrable benefits in quality, safety, efficiency and service to patients.

As the principal teaching affiliate for the University of Chicago Pritzker School of Medicine, NorthShore is dedicated to excellence in medical education and research. NorthShore Research Institute focuses on clinical and translational research, including leadership in clinical trials and medical informatics.



HONORS AND COMMUNITY RELATIONS

Select Honors

The following are among the many honors bestowed on NorthShore during the past year that demonstrate our commitment to excellence:

- NorthShore was ranked a top 10 hospital system in both the Chicago metropolitan area and the state of Illinois in *U.S. News & World Report's* annual "Best Hospitals" survey for 2018–19. NorthShore also was nationally recognized as "high performing" in three clinical specialties: orthopaedics, gastroenterology and GI surgery, and urology.
- NorthShore was recognized as one of the nation's 100 Top Hospitals® and a Top 15 Major Teaching Hospital for 2018 by IBM Watson Health. NorthShore is the only hospital in the United States to achieve this honor 19 times during the award's 25-year history.
- NorthShore Hospitals were recognized for being among the top 5% of hospitals nationwide for clinical excellence, according to Healthgrades' annual list.
- All four NorthShore Hospitals received the top Greenhealth Emerald and System for Change awards from Practice Greenhealth, the nation's leading organization dedicated to environmental sustainability in healthcare.
- NorthShore Hospitals were named to *Becker's Hospital Review* list of the "68 Greenest Hospitals in America." NorthShore was recognized for efforts to create a healthy work environment and reduce environmental footprints.
- NorthShore earned five stars—the highest possible quality rating from the Centers for Medicare & Medicaid Services (CMS). More than 4,000 hospitals are assessed with the national average being three stars.

Community Relations Vision Statement

NorthShore is only one of the partners integral to improving the health of the communities it serves.

We are committed to taking a leadership role—offering resources and support to achieve our mission "to preserve and improve human life."

Working with partners in making decisions that impact community health is at the core of our efforts.

At NorthShore, we believe in serving and investing in the health and well-being of people who live in our communities. Whether it is care for the medically underserved, medication assistance, perinatal services or specialized programs—like diabetes care for at-risk populations—NorthShore's commitment to the community is demonstrated every day in many ways.

Learn more at:

northshore.org/community-events/community

Cover photo: Dr. Christopher Ho cares for Alfa Hannon at the Evanston Hospital Community Health Center, which provides a range of free and discounted care for adults who are economically disadvantaged and are unable to obtain healthcare services through private providers.

OUR HOSPITALS

NorthShore Evanston Hospital

Evanston Hospital recently marked its 125th anniversary and continues to serve the community as a comprehensive acute-care facility and the nucleus of NorthShore University HealthSystem. Principal home to NorthShore Cardiovascular Institute and NorthShore Kellogg Cancer Center, Evanston Hospital also offers a variety of surgical specialties: neurosurgery, gynecological surgery, robot-assisted surgery, surgical oncology and urology surgery. Evanston Hospital is certified by The Joint Commission in palliative care and as a Primary Stroke Center. The hospital also is a premier Level I Trauma Center and a regional center for high-risk obstetrics.

Key Specialties

- Center for Breast Health
- Infant Special Care Unit (ISCU)
- Level I Trauma Center
- NorthShore Cardiovascular Institute
- NorthShore Kellogg Cancer Center
- Primary Stroke Center
- Regional Center for High-Risk Obstetrics
- Women's Hospital



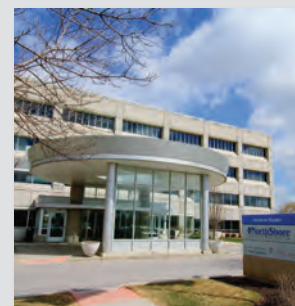
NorthShore Glenbrook Hospital

Glenbrook Hospital celebrated its 42nd anniversary and is well known as a comprehensive medical center providing advanced diagnostic and therapeutic interventions—particularly focused on advanced ophthalmology and outpatient surgery, and the specialized needs of geriatric patients.

In addition to being a Level II Trauma Center, Glenbrook Hospital is certified by The Joint Commission as a Primary Stroke Center. Notable specialties include NorthShore Kellogg Cancer Center, NorthShore Neurological Institute, NorthShore Cardiovascular Institute, the John and Carol Walter Center for Urological Health, Patricia Nolan Center for Breast Health, the Simms Family GI Lab, and the Eye and Vision Center.

Key Specialties

- Center for Breast Health
- Eye and Vision Center
- Gastroenterology Lab
- John and Carol Walter Center for Urological Health
- Level II Trauma Center
- NorthShore Cardiovascular Institute
- NorthShore Kellogg Cancer Center
- NorthShore Neurological Institute
- NorthShore Orthopaedic & Spine Institute
- Primary Stroke Center



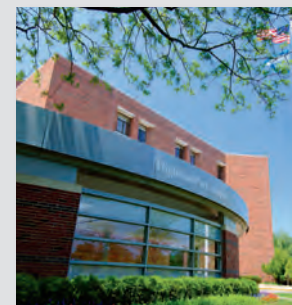
NorthShore Highland Park Hospital

Celebrating its 100th year in 2018, Highland Park Hospital offers an updated surgical pavilion with the latest technology and leading-edge operating rooms and the only dedicated labor, delivery and postpartum unit in Lake County. The hospital is the site of the first open-heart surgery in Lake County and continues to provide a full range of cardiac diagnosis and intervention services. Highland Park Hospital's Kellogg Cancer Center offers the most comprehensive subspecialty care in the northern suburbs, including thoracic and lung, hematology, breast, ovarian, head and neck, melanoma and sarcoma, gastrointestinal, prostate and stomach.

Highland Park Hospital is a Joint Commission-certified Primary Stroke Center, and the Emergency Department is the region's "pod" hospital for disaster-response activities across Lake County.

Key Specialties

- Adolescent Behavioral Health
- Bariatric Center of Excellence
- Center for Breast Health
- Center for Pelvic Health
- Gastroenterology Lab
- Level II Trauma Center
- NorthShore Cardiovascular Institute
- NorthShore Kellogg Cancer Center
- Primary Stroke Center
- Women's Hospital



NorthShore Skokie Hospital

Skokie Hospital is home to Illinois' only destination hospital dedicated to orthopaedic and spine care, and it also offers emergency and outpatient services. The Orthopaedic & Spine Institute provides advanced care and is designed for both outpatient and inpatient procedures, including joint replacement, fracture care and complex spine surgeries.

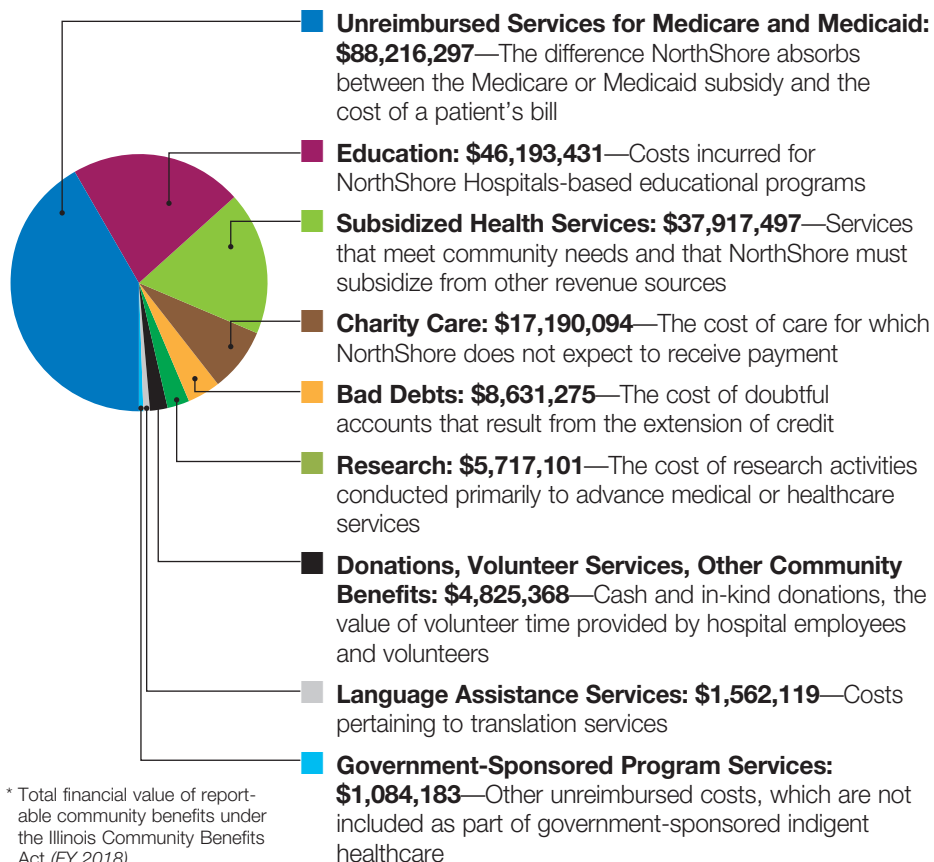
Established in 1963, Skokie Hospital also provides patients access to a vast network of outpatient clinical resources as well, from multispecialty physician offices to cardiac imaging, radiology and gastrointestinal services—and a Level II Trauma Center and Emergency Department.

Key Specialties

- Eye and Vision Center
- Gastroenterology Lab
- NorthShore Cardiovascular Institute
- NorthShore Neurological Institute
- NorthShore Orthopaedic & Spine Institute
- Primary Care
- Radiology Services
- Spine and Pain Center
- Women's Health



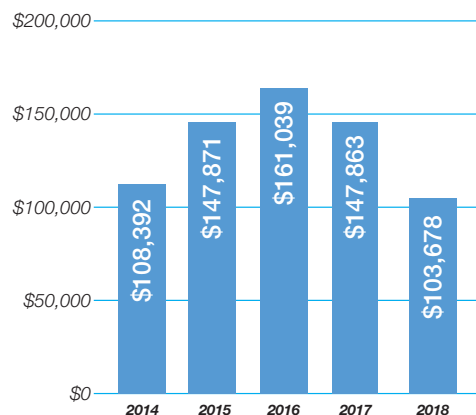
VALUE OF REPORTED BENEFITS: \$211,337,365*



CAPITAL EXPENDITURES

NorthShore remains committed to reinvesting in our communities. Over the last five years, we have committed more than **\$688 million** in capital investments to new clinical programs, information technology, clinical equipment and facilities to reach beyond the current “best practices” to define the “next practices” that will become the standard of healthcare in the future.

Capital Expenditures (\$ in thousands)



COMMUNITY IMPACT BY THE NUMBERS

NorthShore's Medication Assistance Program (MAP) offers aid to patients who need help paying for prescription drugs.



MAP assisted **2,610** patients, filling **20,696** prescriptions valued at a cost of **\$113,599**.

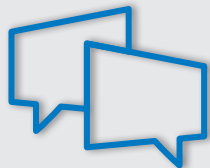
The NorthShore Evanston Hospital Community Health Center provides medical care for economically disadvantaged adults. In fiscal year 2018, the clinic treated **3,848** adult patients, with **13,501** visits.



NorthShore provided **155** health screenings to **2,074** individuals.



The Language Assistance Services staff at NorthShore provided verbal interpretive services to patients and family members, valued at **\$1,562,119**.



The Perinatal Depression Program offers free screenings and a 24/7 crisis hotline. NorthShore physicians conducted **9,376** screenings, and free psychological support and referrals were provided to **560** women identified as “at risk.”

The crisis hotline received **994** calls.



NorthShore gave **\$2,657,389** in direct contributions to **88** community organizations.

The Dental Center at Evanston Hospital provided free and discounted care for adult patients, making **4,557** visits valued at a cost of **\$155,787**.



NorthShore provided **388** health education classes for **8,224** participants.

15,713 mobile meals were provided.



NorthShore Evanston Hospital

VITAL CARE FOR THOSE IN NEED

NorthShore is committed to offering crucial healthcare services to those who are un- or underinsured in our communities, subsidizing care to qualifying patients. In addition to the significant charity care NorthShore delivers, we provided close to \$38 million in other subsidized health services through a range of programs including the Medication Assistance Program and a comprehensive dental center.

The Evanston Hospital Community Health Center offers an array of free and discounted care, including internal medicine, obstetrics/gynecology, general surgery, orthopaedics and diabetes education for those who are economically disadvantaged and are unable to obtain healthcare services through private providers. Resident physicians and registered nurses provide care under the supervision of NorthShore senior attending physicians.



McGAW YMCA CATCH KIDS CLUB

The CATCH (Coordinated Approach to Child Health) Kids Club is a physical activity and nutrition program designed for afterschool and summer programs for first through fifth graders at no cost to their parents. The program, supported by NorthShore, helps prevent summer learning loss.

KEEPING HIGH SCHOOL STUDENTS HEALTHY

Launched in 1996, the school-based health center at Evanston Township High School (ETHS) is a collaborative partnership between Evanston Hospital, ETHS and the Evanston Department of Health. Staffed and funded by NorthShore, the Center provides free care for all students whose parents register them. The Center offers preventive care including physical exams and immunizations, ongoing care for students with chronic medical conditions, health and wellness education, and diagnosis and treatment of acute illness and injury. The Center had more than 3,000 student visits last year.

PERINATAL FAMILY SUPPORT CENTER

This pioneering Center provides a wide array of complimentary services to women and their families at Evanston and Highland Park Hospitals who are experiencing challenges related to pregnancy, birth, prematurity or perinatal loss. Services are provided in both inpatient and outpatient settings and also include a Teen Parent Education (The ABC's of Pregnancy and Parenting) program twice a year.

EVANSTON HOSPITAL: PROGRAMS AND PARTNERSHIPS

<ul style="list-style-type: none">• Chessmen Club of the North Shore• City of Evanston Rethink Your Drink• City of Evanston We're Out Walking• Connections for the Homeless• Erie Evanston/Skokie Health Center• Evanston Cradle to Career• Evanston Hospital Community Health Center	<ul style="list-style-type: none">• Evanston Hospital Dental Center• Evanston Township High School Health Center• Friends of Evanston Farmers Markets• Grainger Center for Simulation and Innovation• Haven Youth and Family Services• Infant Welfare Society of Evanston• Interfaith Action of Evanston	<ul style="list-style-type: none">• McGaw YMCA• Medication Assistance Program• NAMI Cook County North Suburban• Perinatal Family Support Center• Women's Hospital• Youth Job Center• YWCA Evanston/North Shore Ricky Byrdsong Memorial Race Against Hate
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CONTACT: Mark Schroeder, Manager, Community Relations, NorthShore Evanston and Skokie Hospitals
mschroeder@northshore.org | (847) 933-6004

NorthShore Glenbrook Hospital

FEEDING THE HUNGRY AND ELIMINATING WASTE

As a participant in Hunger Free Northbrook, Glenbrook Hospital has partnered with the Northfield Township Food Pantry for an exciting new initiative to recover food that might otherwise be wasted.

The Food Pantry—which serves more than 600 households in Glenview, Northbrook and Northfield—regularly picks up surplus food from the hospital. The food is immediately packaged and made available to pantry clients, which not only increases the availability of nutritious food for families that are food insecure, but also improves the health of those pantry clients.

“We’re grateful to NorthShore and its food service provider Aramark for their willingness to change procedures to reduce waste and benefit the community they serve,” said Jill Brickman, Northfield Township Supervisor.

MENTAL HEALTH PROGRAM BENEFITS UNDERSERVED TEENS

A vital partnership between NorthShore, Youth Services of Glenview/Northbrook and Glenbrook High School District 225 offers critical mental health services to underserved teens in the communities we serve.

Depression and anxiety continue to be on the rise in teens, making these services increasingly essential. NorthShore provides financial support to the program, which enables access to counseling and psychiatric services to underserved and uninsured teens in District 225 and provides consulting for school faculty on ways to address behavioral issues.



CHICAGO LIGHTHOUSE FOR THE BLIND

The Eye and Vision Center at Glenbrook Hospital donated new frames and optical tools worth more than \$61,000 to the low vision clinic at The Chicago Lighthouse for the Blind. “On behalf of everyone at The Chicago Lighthouse North Low Vision Clinic, we extend our deepest appreciation to NorthShore for their generous donation of new eyeglass frames,” said Chicago Lighthouse for the Blind Senior Director Melissa Wittenberg. “The frames will be most welcome by those we serve who lack the resources to purchase their own. We further commend our friends at NorthShore for supporting The Lighthouse’s goal to provide comprehensive, quality care for all our patients.” Close to 800 people were served last year in the low vision clinic in Glenview.

GLENBROOK HOSPITAL: PROGRAMS AND PARTNERSHIPS

- | | | |
|--------------------------------------|-------------------------------|---|
| • Catholic Charities—Des Plaines | • Glenview School District 34 | • Wesley Child Care Center |
| • Frisbie Senior Center | • North Suburban YMCA | • Wheeling Township |
| • Glenbrook High School District 225 | • Northbrook Civic Foundation | • Youth Services of Glenview/
Northbrook |
| • Glenview Park District | • Northfield Township | |

CONTACT: Hania Fuschetto, Manager, Community Relations, NorthShore Glenbrook and Highland Park Hospitals
hfuschetto@northshore.org | (847) 480-2630

NorthShore Highland Park Hospital

SUPPORTING HIGH SCHOOLERS' CAREER EXPLORATION

Highland Park Hospital professionals lend their expertise to a community-based learning experience collaboration between the City of Highland Park and Highland Park High School (HPHS). The program is designed to help students recognize the link between academic subjects and the workplace, and offers a classroom curriculum with the opportunity to gain valuable insights into potential career paths.

Students meet with professionals who live or work in Highland Park to discuss career aspirations, work initiatives, educational experience and other professional inquiries. Students and professionals are matched based on career or educational interest. Participating professionals and students meet in person approximately two times for one- to two-hour sessions.

"Thank you to Highland Park Hospital for helping to make the Highland Park Career Exploration program a success. Students are our future leaders, and it is a priority to equip them with skills they need for success in the workforce," said Highland Park Mayor Nancy Rotering. "Every organization and professional that participates helps us achieve our goal while building a strong connection between the City, HPHS and our business community."

PROMOTING COMMUNITY HEALTH AND WELLNESS

The hospital hosted health fairs and monthly free screenings at local park districts and senior centers, and participated in supporting other community events that represent NorthShore's ongoing commitment to improving community health and enhancing wellness.

"The ongoing partnership between the Park District of Highland Park and NorthShore delivers immeasurable benefits to our community," said Kathy Donahue, Interim Executive Director of the Park District of Highland Park. "NorthShore is a valued partner and supports the Park District's mission of enriching community life through healthy leisure pursuits. Their professional health providers conduct free bimonthly health screenings for residents at our Recreation Center of Highland Park, and NorthShore has been a long time sponsor of the Park District's annual Firecracker 5K race and two-mile walk."



BE WELL-LAKE COUNTY

An innovative partnership with the Lake County Health Department, Community Health Center and NorthShore, Be Well-Lake County uses a patient-centered team approach to educate and empower patients to control their health with nutrition and lifestyle management. In its tenth year, Be Well has made significant strides in helping low-income residents manage their diabetes. The program is credited with saving lives and making a difference for future generations at risk for diabetes, the fourth leading cause of early death in Lake County.

More than 700 people benefited from Be Well last year, and the program also offered financial assistance to 180 patients needing surgery and specialty care treatment. Be Well has become a model of standard care for diabetes. Moving forward, the program will be self-sustaining without NorthShore's support.

HIGHLAND PARK HOSPITAL: PROGRAMS AND PARTNERSHIPS

- Be Well-Lake County
- Catholic Charities of Lake County
- City of Highland Park
- Deerfield Parent Network
- Family Services of Glencoe
- Family Services of Lake County
- Grainger Center for Simulation and Innovation
- Moraine Township
- Myra Rubinstein Weis LIFE Cancer Survivorship Program
- Northern Illinois Food Bank
- Park District of Highland Park
- Region 10 RHCC Hospital for Northeastern Illinois
- School District 112 Education Foundation
- Southeast Lake County Faith in Action
- West Deerfield Township

CONTACT: Hania Fuschetto, Manager, Community Relations, NorthShore Glenbrook and Highland Park Hospitals
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NorthShore Skokie Hospital

UNIQUE APPROACH TO MENTAL HEALTH

Turning Point Behavioral Health Care Center's innovative "The Living Room Project" provides psychiatric respite care for patients dealing with mental health issues. The unique program, supported by Skokie Hospital, uses peer counselors (adults in recovery from their own mental health challenges) and reports a 98% success rate in keeping in crisis out of hospital emergency rooms.

The Living Room features a comfortable, nonclinical setting for patients experiencing psychiatric emergencies, as well as a safe, supportive environment for solving problems and alleviating the need for an emergency room visit.

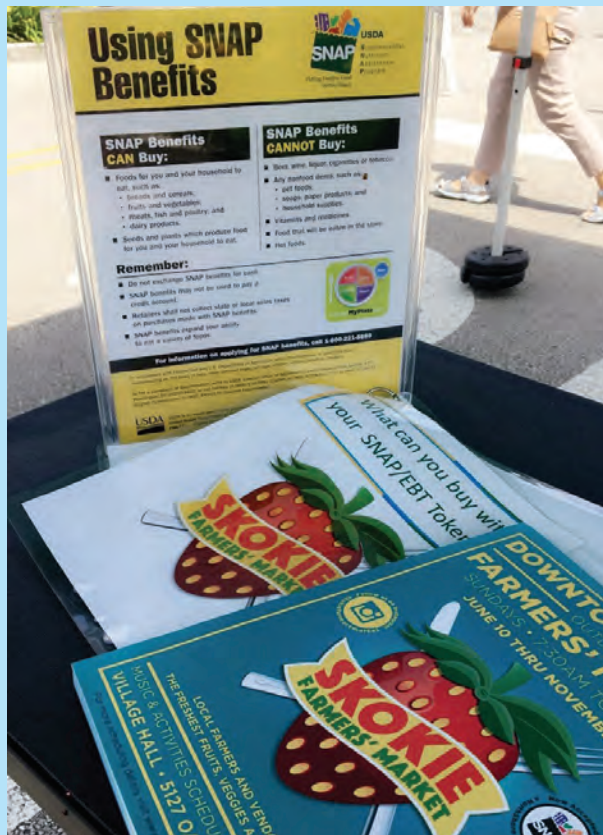
ENCOURAGING MEDICAL CAREERS

An active participant in Niles Township High School District 219's Education to Career program, NorthShore sends medical professionals from multiple areas to give school presentations and bring students to Skokie Hospital to shadow employees.

NorthShore professionals volunteer their time to help students gain an inside look at future careers in the medical world, enabling them to make more informed decisions about college and careers. Students are able to ask questions and hear realistic pros and cons of potential career choices from laboratory technicians, physicians and more.

VILLAGE OF SKOKIE FARMERS' MARKET

NorthShore provided a \$5,000 grant to the Village of Skokie Farmers' Market to help connect low-income consumers (LINK card holders) with fresh local produce. NorthShore matched LINK card purchases at Farmers' Markets dollar-for-dollar for the purchase of fresh produce.



IMPROVING COMMUNITY HEALTH

NorthShore sponsored the Skokie Park District's "Park Salad" program, which provided health screenings, a health fair, and community and senior events, reaching more than 800 individuals. Additionally, NorthShore staff provided health screenings at these events, reflecting our ongoing commitment to enhance the health and wellness of the communities we serve.



SKOKIE HOSPITAL: PROGRAMS AND PARTNERSHIPS

- CJE SeniorLife
- Erie Evanston/Skokie Health Center
- Heartland Community Health Center
- Metropolitan Family Services
- Niles Township Food Pantry
- Niles Township High School District 219 Education to Careers Program
- Oakton Community College Health Careers Scholarship
- Peer Services
- Skokie Farmers' Market
- Skokie Festival of Cultures
- Skokie Health Department
- Skokie Park District
- Skokie Public Library
- Turning Point Behavioral Health Care Center

CONTACT: Mark Schroeder, Manager, Community Relations, NorthShore Evanston and Skokie Hospitals
mschroeder@northshore.org | (847) 933-6004

NorthShore Medical Education

INCREASING ACCESS TO MEDICALLY UNDERSERVED

NorthShore continued its support with partner Erie Evanston/Skokie Health Center with an additional financial grant to help finance its expanded center in Evanston, doubling its size and capacity to serve patients in need. The health center serves a low-income population, with many insured by Medicaid and others who remain uninsured. NorthShore's University of Chicago Family Medicine Residency Program also helps staff the clinic. "This is a collaboration that has provided and will continue to provide great benefit to the community," said Sean O'Grady, NorthShore Chief Clinical Operations Officer.

NorthShore also made a \$250,000 donation to support the creation of a new community health center in Skokie. The 3,500-square-foot primary care center in a vacant portion of the Turning Point Behavioral Health Care Center is operated by Heartland Health Centers (HHC). The center offers primary care, pediatrics, psychiatry and oral healthcare. "We've supported Turning Point in the past and know they provide excellent mental healthcare, and we're excited to be a part of this partnership to expand access to primary care as well," said NorthShore President and CEO J.P. Gallagher.



NorthShore's commitment to improving community health included a \$250,000 donation to Heartland Health Centers in support of development of new community health center in Skokie. Heartland provides care and services to low-income patients and families like Maria Paredes and her daughter Michelle who is receiving a school physical from Heartland Health Centers Provider Lauren Dykens.

NorthShore has **34** fellows pursuing specialties and subspecialties in **26** clinical areas.

In 2018, NorthShore incurred **\$46,193,431** in costs for its hospital-based education programs.



GRAINGER CENTER FOR SIMULATION AND INNOVATION

NorthShore's Grainger Center for Simulation and Innovation is a state-of-the-art facility that provides an invaluable educational resource for medical students, residents, fellows and attending physicians to learn and practice advanced surgical procedures in a safe, controlled environment.

TRAINING THE NEXT GENERATION OF LEADING PHYSICIANS

Dedicated to excellence in medical education and research, NorthShore serves as the primary teaching affiliate for the University of Chicago Pritzker School of Medicine. Our physicians are dedicated clinicians and teachers, committed to developing future physician leaders.

810 NorthShore physicians hold academic titles at University of Chicago Pritzker School of Medicine

222 residents and fellows and **21** pharmacy residents trained at NorthShore last year

There are **37** full time equivalent NorthShore fellows in **27** clinical areas

NorthShore incurred **\$46,193,431** in costs for its hospital-based education programs

IMPROVING OUR PATIENTS' HEALTH

In 2018, NorthShore formed a Medicare Accountable Care Organization (ACO). An ACO is a group of doctors, hospitals and other healthcare providers who choose to come together to provide coordinated care to its patients with a goal to:

- **Improve the health of a population of patients;**
- **Improve patient experience in receiving high-quality care; and**
- **Lower medical expense.**

In an ACO, doctors may be financially rewarded for successfully providing high-quality, better-coordinated care to their patients that results in better health outcomes and lower

medical spend. NorthShore's ACO is focused on both preventive care to help keep our patients healthy and providing coordinated, patient-centered care to those who have complex chronic conditions. We have made investments in developing new infrastructure and care delivery programs to ensure that our patients always receive the highest quality of care.

In addition to our new Medicare ACO, NorthShore participates in ACOs with other insurance companies as we work to continually improve the health of our patient population.

CONTINUING OUR COMMITMENT TO SUSTAINABILITY

NorthShore remains dedicated to environmental sustainability, and our ongoing efforts were once again recognized by inclusion in *Becker's Hospital Review* list of "68 Greenest Hospitals in America." This honor places NorthShore in the top 1% of all U.S. hospitals.

Here are some highlights of NorthShore's Green Team systemwide efforts:

Food Waste Diversion

Nearly 100 pounds per week donated to local food pantries



Healthier Food Initiatives

A growing emphasis on plant-based offerings



Reusable Sharps Program

More than 44,000 pounds of CO² emissions prevented and 132,396 pounds of plastic kept out of landfills



Energy Initiatives

All linear fluorescent lightbulbs eliminated and replaced with energy-efficient LEDs



X-Ray Film Recycling

Close to 900 pounds



Cooking Oil Recycling

More than 26,000 pounds



Medication take-back events collect hundreds of pounds of unused medication, separating controlled substances for safe disposal.

Antibiotic-Free Initiatives

Significantly increasing percentage of antibiotic-free meat in patients' and retail menus as part of antimicrobial stewardship efforts to reduce antibiotic resistance



Community Advisory Committees

To ensure accountability to the communities we serve, NorthShore established Community Advisory Committees (CACs) at each of our hospitals. These committees advise NorthShore administration on various services and initiatives from a community perspective. The CACs also identify community resources that work to strengthen NorthShore and improve the overall health of families across the region.

NorthShore Evanston Hospital

Bob Bielinski
President
Village of Wilmette

Demetrous Cook
Chief of Police
City of Evanston

Susan Fowler
AVP of Senior Living Initiatives
and Privacy Officer
Mather LifeWays

Judy Graff
NAMI Cook County North Suburban

Mary Larson
Coordinator of Health Services
Evanston/Skokie School District 65

Crystal LeRoy
Business Services/Human Resources
Manager
Kenilworth School District 38

Maureen McDonnell
Executive Director
Peer Services

Tracy McGuire
Officer, District Manager
Byline Bank

Sheila Merry
Executive Director
Cradle to Career

Ike Ogbo
Interim Director, Department of
Health & Human Services
City of Evanston

Nancy Patrillo
Chief Financial Officer
McGaw YMCA

Eleanor Revelle
Alderman
City of Evanston

Lisa Robinson
Director, Operations
Erie Evanston/Skokie Health Center

Brian Scott
Fire Chief
Evanston Fire Department

Colleen Sheridan
Health Services Coordinator
New Trier High School

Keith Terry
Managing Partner
Terry Performance Group

Carol Teske
Executive Director
Childcare Network of Evanston

Katie Dold White
Kenilworth Resident

NorthShore Glenbrook Hospital

Jill Brickman
Township Supervisor
Northfield Township

Lara Cummings
Assistant Principal
Glenbrook South High School

Julie Fleckenstein
Social Worker
Glenview Police Department

Julie Haenisch
School Nurse
Glenbrook South High School

Kim Hand
Senior Services
Village of Glenview

Jonathan Kaspar
Health Services Administrator
Presbyterian Homes

Jessica Matthiesen
School Nurse
Glenbrook North High School

Nancy Milota
Senior Vice President
Northbrook Bank & Trust

Steve Samuelson
Executive Director
Frisbie Senior Center

Michael Scholl
Director of Clinical Services
The Josselyn Center

Gary Schumacher
Medical Officer
Glenview Fire Department

Reverend Kyle Severson
Pastor
St. Philip Lutheran Church

Craig Solomon
Executive Director
Wesley Child Care Center

Dana Turban
Northfield Resident

Nancy Vaccaro
Social Worker
Northbrook Police Department

NorthShore University HealthSystem Community Liaisons

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NorthShore Highland Park Hospital

Pablo Alvarez
Counselor
School District 113

Anne Flanigan Bassi
Supervisor
Moraine Township

Robbie Boudreau
Executive Director
Faith in Action

Gayle Byck
Board Member
Deerfield Parent Network

Scott Coren
City Manager
City of Highwood

Pam Feinberg
Director
Tri-Con Child Care Center

William Hansen, LCSW
Executive Director
Family Services of Glencoe

Megan Hoffman
Assistant to the Village Manager
Village of Glencoe

Cindy Housner
Executive Director
GLASA

Lisa Kritz
Director of Prevention
Lake County Health Department

David Kylo
Reverend
Zion Lutheran Church

Andrew Lichterman
Assistant Village Manager
Village of Deerfield

Alesia Margetis
Counselor
School District 113

Ghida Neukirch
City Manager
City of Highland Park

Terri Olian
Executive Director
Highland Park Community
Foundation

Nancy R. Rotering
Mayor
City of Highland Park

NorthShore Skokie Hospital

Carolyn Anthony
Retired Director, Skokie Library

Barry Bass
Village President
Village of Lincolnwood

Katrina Belogorsky
Community Engagement Librarian
Skokie Library

Molly Bougearel
Vice President, Strategy & Development
Heartland Health Centers

Mark Collins
Trustee, Niles Township

Catherine Counard, MD
Director of Health, Village of Skokie

Jeffrey Hoeflich
Interim Chief, Skokie Fire Department

Mary Laura Jones
Development Director
Skokie Community Foundation

Diana Juarez
Director, ELL Parent Center

Julie Kim
Social Worker
Skokie Police Department

Beth Lindley
Director, Human Services
Village of Skokie

Michele Mangrum
Manager, Marketing and Sales
CJE SeniorLife

Christine McCall
Clinical Director, Peer Services

Marcia McMahon
Chief Professional Officer
Northwest Suburban United Way

Deepa Mehta
Director of Programs—Head Start
Childcare Network of Evanston

Ann Raney
Chief Executive Officer
Turning Point Behavioral Health
Care Center

Lisa Robinson
Director of Operations
Erie Evanston/Skokie Health Center

Joi Smith
President, Oakton Community College

Jim Szczepaniak
Community Relations Director
Niles Township High School
District 219

Tim Youkhana, PharmD
President
Assyrian Family Health Alliance

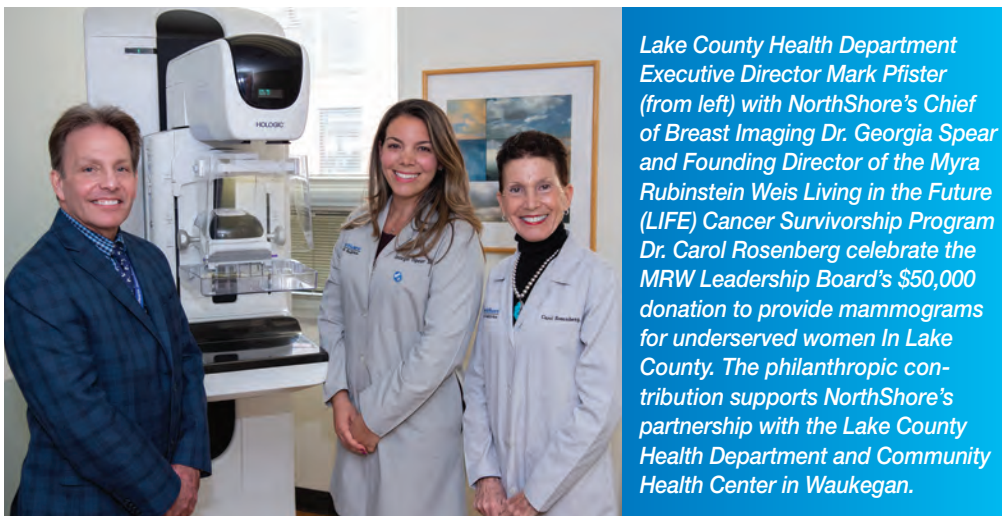
PHILANTHROPY SUPPORTS COMMUNITY HEALTH

Philanthropy plays an essential role in NorthShore's mission "to preserve and improve human life." The work of NorthShore Foundation and our many charitable donors enable our commitment to care for those who are at risk in our community.

The Myra Rubinstein Weis Leadership Board, an important NorthShore advocacy group, raised \$50,000 to cover 200 mammogram screenings for underserved women in Lake County, supporting NorthShore's partnership with the Lake County Health Department and Community Health Center in Waukegan. Funds raised at the group's 3rd Annual "Jammin' in Our Genes Benefit" directly address an area of need identified in NorthShore's Community Health Needs Assessment. The emphasis on providing screening is designed to decrease the number of patients diagnosed with late-stage cancers and increase the likelihood of survival.

A range of programs highlighted in this report and many others provide vital support for members of the community who are vulnerable and underserved. The Medication Assistance Program offers aid to patients who need help paying for prescription medication. The Perinatal Family Support Center offers free support to women and their families experiencing challenges related to pregnancy, premature births or perinatal loss. And the Reach Out and Read program supplies new books to young children at each visit to NorthShore's Family Medicine program at Erie Family Health. These critical services all rely on philanthropic support. Generous donors help NorthShore make a real difference in the lives of others in our community.

To learn more or to make a tax-deductible donation, please visit foundation.northshore.org/neighbor.



IMPROVING MENTAL HEALTHCARE

Mental illness is a growing issue facing our communities—one in five people has a diagnosable mental health or substance abuse disorder. NorthShore's new Psychiatric Urgent Care Program is a pilot designed to better care for people struggling with mental health challenges.

The collaborative program works to drastically minimize wait times and provide direct, immediate and effective emergency interventions. A multidisciplinary team that includes a board-certified psychiatrist and advanced practice nurse addresses immediate crisis-level situations and works to stabilize patients and prevent them from getting worse.

The pilot is supported by The Auxiliary of NorthShore's American Craft Exposition. "Offering this level of immediate and long-term mental health services is costly, of course, and we're in critical need of philanthropic support to make this lifeline available for as many people in our community as possible," said Frederick Miller, MD, PhD, Clinical Chairman of the Department of Psychiatry and Behavioral Sciences, and the Board of Directors Chair of Psychiatry.

NORTHSHORE EMPLOYEES GIVE BACK

Generous with their time, talent and treasure, NorthShore employees support a vast array of community organizations by participating in many local events and donating money and services to pay it forward.

Among the many organizations supported by NorthShore employees are:

- American Cancer Society
- American Heart Association
- BrainUp
- Cancer Wellness Center
- Imerman Angels
- Lung Cancer Research Foundation
- LUNGevity Foundation
- Melanoma Research Foundation
- National Ovarian Cancer Coalition
- Northern Illinois Food Bank
- Oral Cancer Foundation
- Pancreatic Cancer Action Network
- Respiratory Health Association
- Skin of Steel—for Melanoma Awareness and Research
- United Way of Metro Chicago
- Us TOO—for Prostate Cancer Education and Support

On behalf of its employees, NorthShore made holiday charitable contributions to the following organizations:

- Catholic Charities
- Connections for the Homeless
- Evanston School Children's Clothing Association
- McGaw YMCA
- Meals at Home
- Waukegan Township
- Women Employed